GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2800
ANSWERED ON:06.12.2001
COLLAPSE OF COMPUTERISED RESERVATION SYSTEM
RAGHUNATH JHA

Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that computerized central reservation system has collapsed causing harassment to rail passengers;

(b) If so, the causes of its collapsing;

(c) whether the Government will ensure non-recurrence of such incident; and

(d) if so, the steps taken in this direction ?

Answer

MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI O. RAJAGOPAL)

(a)&(b): No, Sir. However, like any on-line computerized system, there has been interruptions of varying duration on different Zones on different accounts like telecom, slowing of CPU, network related problems etc.

(c)&(d): All failures are analyzed from technical point of view and remedial action is taken so that such failures do not recur. In order to increase the efficiency of the Passenger Reservation System the new Alpha System has been introducedon Indian Railways to minimize the chances of failure on account of slowing down of the Central Processing Unit.